

## 3001 Provide leadership in your area of responsibility of a food business

**SQA Unit Code**

**H3G8 04**

**Level 3**

**SCQF Level 6**

**Credit value 5**

### Unit Summary

This unit is about the skills needed for you to provide leadership for your area of responsibility of a food business in food and drink manufacturing and associated supply chain. Leadership is essential to the fulfillment of organisational plans within a food business. Meeting the exact requirements of the food business with respect to compliance, quality, productivity and exacting customer requirements need strong leadership throughout.

You will need to be able to communicate the plans and objectives for your area of responsibility in the food business and motivate colleagues in-line with the food business policy, plans and culture. You will need to be able to address problems and obtain feedback on the style and effectiveness of your leadership. You will also need to recognise the importance of mental resilience in yourself and others.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in providing leadership for your area of responsibility of a food business.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:

You need to show:

Evidence must be work-based, simulation alone is only allowed where shown in ***bold italics***

1. Lead and motivate your area of responsibility

This means you:

Define the area of your responsibility within the food business including resources and responsibilities

Convey the organisational culture when providing leadership to your area of responsibility in a food business

Evidence of leading and motivating your area of responsibility as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

<p>Communicate the objectives and plans of your area of responsibility and how these will be measured to the relevant people</p> <p>Develop a range of leadership styles to address different situations and people</p> <p>Develop and maintain motivation within your area of responsibility</p> <p>Encourage people in your area of responsibility to make decisions within agreed boundaries</p>	
<p>2. Resolve problems and obtain feedback</p> <p>This means you:</p> <p>Steer your area of responsibility through conflict, challenges and change</p> <p>Support people in your area of responsibility through periods of conflict and change</p> <p>Ensure colleagues have the skills, knowledge and understanding to carry out their objectives</p> <p>Build mental resilience in yourself and others</p> <p>Obtain feedback on your leadership style</p>	<p>Evidence of resolving problems and obtaining feedback as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. How to define the area of your responsibility and why it is important to do so
2. The food business culture and how to conduct yourself in a way that supports maintenance of this culture
3. The different methods of communication and information technology available within your food business and how to make best use of them
4. Why it is important to ensure your area of responsibility has sufficient resources to carry out its objectives
5. The importance of leadership to the organisational compliance, quality and productivity requirements in a food business
6. How to persuade and motivate people in your area of responsibility
7. Why it is important to recognise leadership within colleagues and enable this leadership to be used to the benefit of the food business
8. Why it is important to address conflict within your area of responsibility and how to

do this

9. How to support people within your area of responsibility through conflict, challenges and change and why it is important to do this
10. Why mental resilience is important to leadership and how to increase it in yourself and others
11. The importance of receiving feedback on your leadership style and how to make use of it

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written